STATE TELECOMMUNICATIONS MANAGEMENT MANUAL

State of California Department of Technology Services		Statewide Telecommunications and Network Division
Category: **Telecommunications Systems & Services**	Chapter Title: **State Information Services**	Chapter Number: **0708.0**

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Statewide Telecommunications and Network Division (STND) Services

INTRODUCTION

The STND provides State Information Services to state and local government agencies and to the general public by State Telephone Operators. In order to support this service, it is critical that current and accurate information is available to these operators. Therefore, agencies are asked to submit changes and new listings to the STND at least monthly.

The listings for this information service are contained in the STND Directory Services' State Telephone Directory master file. This master file is divided into organizational and alphabetical listings. This file is used to update the State Telephone Operator On-Line Information System. It is also used for the annual publication of the State of California Telephone Directory. See ***Chapter 1101.0 State Telephone Directory*** for more information.

NEWLY ESTABLISHED STATE AGENCIES

Newly established state agencies that desire to list any information with State Information Services and the State of California Telephone Directory must:

1.   Request these services in writing,

2.   Attach a copy of the legislation establishing the new state agency, and

3.   Send both items to CALNET Client Support, Directory Services.

MASTER FILE UPDATE PROCESS

Directory Services uses an automated system that allows state agencies to submit updates of their agency organizational and alphabetical listings via diskette by means of the "State Telephone Directory System Software" program. Directory Services provided each agency with this customized PC software program that is used to modify state agency data base files for the organizational and alphabetical directory listings. Each Directory Listing Coordinator (DLC) received the "Directory Listing Coordinator Workshop Handbook" as a user guide to software installation and data modification. Contact CALNET Client Support, Directory Services, for information regarding this system and training options.

All listing updates to the State Telephone Directory master file must include the following:

1. A diskette with the organizational and alphabetical listing updates.

2. Printed reports of these updates.

3. A certification statement that is generated by the software program. *Certification statements must be signed by the primary or backup DLC.*

The following listing guidelines apply:

- Listings submitted without signed certification statements will not be processed but returned to the agency.

- Organizational listings should contain only the primary organizational units and sub-units of agencies, management personnel and their addresses. This section only lists elected or appointed officials, directors, chiefs or their equivalent levels.

- Limit alphabetical listings to employees that require routine contact with other state personnel.

- Do not list professional letters, degrees, and ranks in either the organizational or alphabetical listings.

- Mail diskettes, printed reports and certification statements to Directory Services.

MANUALLY COMPILED MASTER FILE UPDATES

If an agency does not use the automated software program and must manually compile their organizational and alphabetical listings, Directory Services charges an hourly rate for electronic transfer into the State Telephone Directory master file. There is a one hour minimum service charge. Complete a STD. 20 form requesting service for organizational and alphabetical directory listings and send it to Directory Services. See *Chapter 0799.1, Ordering Voice/Data Network Products, Equipment or Services*. Call CALNET Client Support, Directory Services, for rates and more information for this service.

ERROR VERIFICATION PROCEDURES

Directory Services checks the submitted organizational and alphabetical listings for validity, spelling and duplication. Once an agency submits updated listings, the DLC should not submit further updates until notified through an "error free" notice that states the submitted update has passed the verification process. The error verification procedures are:

1. Directory Services produces a printed "Exception Report" that identifies all errors found in the agency data base files and sends it to the DLC.

2.   The DLC corrects errors and resubmits an updated diskette, printed reports and signed certification statements that are produced by the "State Telephone Directory System Software" program.

3.   This process is repeated until all errors are corrected.

The State Telephone Directory master file will *not* be updated for an agency until all their errors are corrected.

ERROR FREE NOTICE

Once all errors are corrected, Directory Services forwards an "error free" notice to the DLC. This notifies the agency that the submitted update has passed the verification process. The State Telephone Directory master file updates are then transferred to the State Telephone Operator On-Line Information System for that agency. The DLC may submit new listing updates at any time after receipt of this notice.

See Chapter 0101.0, DTS-STND Reference Guide, for all DTS-STND contact information referenced within this chapter.